

# GOVERNMENT OF THE DISTRICT OF COLUMBIA POSITION VACANCY ANNOUNCEMENT

## CHILD AND FAMILY SERVICES AGENCY HUMAN RESOURCES ADMINISTRATION

**ANNOUNCEMENT NO:** CFSA-05-P107      **POSITION:** INFORMATION TECHNOLOGY  
SPECIALIST (CUSTOMER SERVICE/  
USER SUPPORT)  
DS-2210-9/11/12

**OPENING DATE:** 09/12/05      **CLOSING DATE:** 09-16-05

**IF "OPEN UNTIL FILLED"**  
**FIRST SCREENING DATE:** \_\_\_\_\_  
**SALARY RANGE:** \$37,903 - \$48,811 PER ANNUM  
\$45,670 - \$58,882 PER ANNUM  
\$54,757 - \$70,552 per annum

**WORK SITE:** WASHINGTON, D.C.      **TOUR OF DUTY:** 8:15 A.M. TO 4:45 P.M.  
Monday – Friday

**PROMOTION POTENTIAL:** DS-12      **AREA OF CONSIDERATION:** Unlimited

**NO. OF VACANCIES:** 2

**AGENCY:** Child and Family Services Agency (CFSA), ODDPO, CISA

**DURATION OF APPOINTMENT:** | ☒ | Permanent | | ☐ | Term (13 months to 4 years) NTE: Four (4) years  
| | Temporary (Up to 1 year, Not-to-Exceed) \_\_\_\_\_

| ☒ | This position IS in the collective bargaining unit represented by AFSCME - LOCAL 2401 and you may  
be required to pay an agency service fee through an automatic payroll deduction.

| | This position IS NOT in a collective bargaining unit.

**RESIDENCY PREFERENCE AMENDMENT ACT:** An applicant for a position in the Career Service or for an attorney position (DS-905) in the Excepted Service who is a bona fide resident of the District of Columbia AT THE TIME OF APPLICATION, may claim a hiring preference over a non-resident applicant by completing the D.C. 2000RP, Residency Preference for Employment Form, and submitting it with the D.C. 2000, Application for Employment. To be granted preference, an applicant must: (1) be qualified for the position; and (2) submit a claim form at the time of application. Except for employees entitled by law to preference, preference will not be granted unless the claim is made at the time of application.

### **BRIEF DESCRIPTION OF DUTIES:**

The incumbent is responsible for performing analysis, evaluation, and provision of information and support to the existing and ongoing maintenance of the Statewide Automated Child Welfare Information System, (FACES). Supports the Agency and provides support to the users via onsite and or classroom training to increase the usage of the FACES application fullest capacity. Trains, coaches and supports users of the FACES application on a one-on-one. Provides training tools and training aids to all users of the FACES application. Creates short user guides, tip sheets and training curriculum documents. Responds to technical and training requests. Evaluate, troubleshoot and escalate technical problems to computer technical staff. Provides assistance to users to update data in FACES throughout agency-wide initiatives. Provides ongoing system analysis support for developers and users. Tests new aspects of the FACES application for user-friendliness and accuracy. Tests information management reports for quality and accuracy. Drafts manuals for users for existing system application or future enhancements. Participate in regularly scheduled meetings with User Support or Application or Information Report Supervisor to discuss business practice and workflow. Assist supervisor with planning, developing technology strategies, and designing solutions that align with agency strategic directions and standards. Monitors and track program performance of the FACES application.

### **QUALIFICATION REQUIREMENTS:**

One (1) year of specialized experience equivalent to at least the next lower grade, which has equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position and that is typically in or related to the work of the position to be filled.

## SUBMISSION OF RANKING FACTORS

The following ranking factors will be used in the evaluation process. All applicants **MUST** respond to the ranking factors **ON A SEPARATE SHEET OF PAPER**. Please describe specific incidents of sustained achievements from your experience that show evidence of the level at which you meet the ranking factors that have been determined to be of importance for the position for which you are applying. You may refer to any experience, education, training, awards, outside activities, etc., that indicate the degree to which you possess the job-related knowledge, skills, and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge. **FAILURE TO RESPOND TO ALL RANKING FACTORS WILL ELIMINATE YOU FROM CONSIDERATION.**

1. Knowledge of the functions of the Child Welfare and Neglect Policies and Procedures as related to FACES or a similar case management application ;
2. Ability to utilize instructional design and curriculum development skills to document and maintain the course manual and online materials;
3. Ability to identify problems, gather information, analyze requirements and coordinate multiple projects simultaneously;
4. Ability to monitor and track program performance of the case management application; and
5. Ability to communicate effectively both orally and in writing in a diplomatic but persuasive manner.

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**OTHER SIGNIFICANT FACTORS:** Pursuant to the Child and Youth, Safety and Health Omnibus Emergency Amendment Act of 2002 and Mayor's Order 90-27 Drug-Free Workplace Act of 1988; the individual selected to fill this position will, as a condition of employment, be required to complete a Drug and Alcohol Test, Criminal Background Check and Child Protection Registry (CPR). Employment with the CFSA is subject to satisfactory findings.

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DRUG-FREE WORK PLACE ACT OF 1988: "PURSUANT TO THE REQUIREMENTS OF THE DRUG-FREE WORKPLACE ACT OF 1988, THE INDIVIDUAL SELECTED TO FILL THIS POSITION WILL, AS A CONDITION OF EMPLOYMENT, BE REQUIRED TO NOTIFY HIS OR HER IMMEDIATE SUPERVISOR, IN WRITING, NO LATER THAN FIVE (5) DAYS AFTER CONVICTION OF OR A PLEA OF GUILTY TO A VIOLATION OF ANY CRIMINAL DRUG STATUTE OCCURRING IN THE WORKPLACE."

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APPLICATIONS SUBMITTED FOR CONSIDERATION WILL NOT BE RETURNED TO THE APPLICANT, EXCEPT APPLICATIONS RECEIVED OUTSIDE THE AREA OF CONSIDERATION OR AFTER THE CLOSING DATE.

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HOW TO APPLY: ALL APPLICANTS, AGENCY EMPLOYEES AND OTHER D.C. GOVERNMENT EMPLOYEES MUST SUBMIT THE DISTRICT OF COLUMBIA GOVERNMENT EMPLOYMENT APPLICATION, DC 2000.

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<b><u>MAIL TO:</u></b>	<b>Child and Family Services Agency Human Resources Administration 400 6<sup>th</sup> Street, SW Washington, DC 20024</b>	<b><u>WALK-INS:</u></b>	<b>955 L'Enfant Plaza, 5<sup>th</sup> Floor Washington, D.C. 20024</b>
<b><u>TO APPLY:</u></b>			
<b><u>FAX TO:</u></b>	<b>(202) 727-5750</b>	<b><u>WEB SITE:</u></b>	<b><a href="http://www.cfsa.dc.gov">www.cfsa.dc.gov</a></b>
<b><u>EMAIL TO:</u></b>	<b>cfjobs@dc.gov</b>	<b><u>TELEPHONE:</u></b>	<b>(202) 724-7373</b>

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IN ACCORDANCE WITH THE DC HUMAN RIGHTS ACT OF 1977, AS AMENDED, DC CODE SECTION 2.1401.01 et seq., ("THE ACT") THE DISTRICT OF COLUMBIA DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, MARITAL STATUS, PERSONAL APPEARANCE, SEXUAL ORIENTATION, FAMILIAL STATUS, FAMILY RESPONSIBILITIES, MATRICULATION, POLITICAL AFFILIATION, DISABILITY, SOURCE OF INCOME, OR PLACE OF RESIDENCE OR BUSINESS. DISCRIMINATION IN VIOLATION OF THE ACT WILL NOT BE TOLERATED. VIOLATORS WILL BE SUBJECT TO DISCIPLINARY ACTION.

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**SALARY REDUCTION OF REEMPLOYED ANNUITANTS:** An individual selected for employment in the District government on or after January 1, 1980, who is receiving an annuity under any District government civilian retirement system, shall have his or her pay reduced by the amount of annuity allocable to the period of employment.

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OFFICIAL JOB OFFERS ARE MADE ONLY BY THE OFFICE OF THE DEPUTY DIRECTOR FOR ADMINISTRATION

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